



Title: Implementation Manager

Location: Scottsdale, Arizona
Reports to: Lainie Henry, Director of Client Services
Lainie.henry@geniusavenue.com
Work location: Scottsdale, AZ
Work hours: 7am to 4pm M-F, overtime as necessary

Company Mission

To empower benefit providers and distributors to deliver superior products and user experiences through the use of our market-leading administration, enrollment and engagement technologies.

The Role

Client Services Manager responsibilities include developing long-term relationships with your portfolio of assigned customers, connecting with key business executives and stakeholders. The Client Service Manager will liaise between customers and cross-functional internal teams to ensure the timely and successful delivery of our solutions according to customer needs. This role will operate as the lead point of contact for all escalated matters specific to your customers.

This individual will report directly to the Director of Client Services and will be an integral part of Genius Avenue's growth and mission.

The Company

Genius Avenue develops cloud-based benefit marketplace technology coupled with a uniquely integrated managed services model for member engagement and back-office administration through a single platform. Headquartered in Scottsdale, Arizona, Genius Avenue is a business process outsourcing partner that has built more than 3,500 custom private-labeled client portals, has over 450,000 consumer enrolled products on the platform, and enabled over 2 million enrollment and registration transactions for insurance companies, third-party administrators, associations, and other benefit providers. Genius Avenue minimizes the complexities of benefits administration while maximizing client profits by: creating an enrollment experience that attracts and retains members, lowering costs, and eliminates the need to purchase and manage expensive technology.

Genius Avenue, our technology, and our administrative services were born in the insurance industry. We offer our clients an outsource model to manage services that are non-core to their business mission, but are essential for executing on that mission. Where Genius Avenue has seen our greatest success is working with carriers and benefit providers to help them with administrative and technology solutions that allows them to focus on their core mission of product distribution and member service excellence.

The emergence of a more informed, digital, critical, activist consumer has not been well addressed within the insurance and benefits industry. Insurance and benefit providers and distributors are beginning to recognize the need for a more relevant user experience designed to satisfy the consumer. This creates a need for access to data and analytics via technologies that enable a direct dialogue with the consumer. Genius Avenue addresses this huge un-met need with solutions that combine advanced enrollment technologies with cutting-edge engagement functionality.

Responsibilities

- Develop and manage implementation timeline and project plan for multiple clients. Coordinate and collaborate with Genius Avenue resources (e.g. finance, operations, marketing, development) to ensure the timely and completed client implementations.
- Diligently manage project scope and timeline.
- Document and communicate change control processes, if necessary.
- Enhance implementation methods and best practices to improve implementations and client onboarding.
- Develop and maintain effective relationships that enhance collaboration efforts with all internal partners, including Sales, Development, IT, Operations and Finance.
- Maintain excellent working knowledge of Genius Avenue's operational capabilities and processes in order to troubleshoot issues and successfully implement a new client.
- Effectively gather development requirements and understand client expectations.
- Actively identify, manage and resolve issues appropriately to conclusion, escalating as appropriate.
- Coordinate communications for all parties involved and liaise with affected departments and clients to ensure project remains on target and parties are aware of changes/updates to the implementation schedule as they occur.
- Facilitate and manage external facing implementation meetings. Effectively create agendas, prioritize discussion topics and follow-up with all parties involved.
- Thoroughly document client requirements, specifically business rules, processes and workflows.
- May require up to 20% travel.
- Support Genius Avenue values.
- Other responsibilities as assigned.

Required Skills and Knowledge

- A successful track record in creating a meaningful and mutually beneficial relationship with a client.
- A results-oriented professional who is comfortable driving deliverables through to completion amidst competing priorities and demands.
- Must be able to confidently create and implement effective communication and change-management strategies for projects, and drive adherence to timeframes and deadlines.
- Demonstrated ability to communicate, present and influence credibly and effectively at all levels of the organization.
- Experience in delivering client-focused solutions based on customer needs.
- Proven ability to manage multiple projects at a time while paying strict attention to detail.
- Detail oriented.
- Excellent verbal and written communications skills.
- Experience in an entrepreneurial environment is highly desirable.
- Ability to take a vigorous hands-on role in managing relationships and identifying opportunities with an existing client.
- Solid organizational, management, administrative and human relations skills in a style that exhibits maturity, leadership, sensitivity and teamwork.
- A sense of humor!

Education

- Bachelor's Degree

Compensation

- Total compensation will include a competitive base salary, incentive compensation, an excellent benefits package.

Travel

- Potential national travel.